

SC DMH Client Advocacy Report January 2009

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	21	21
Wellspring (Byrnes)	0	0
Harris	18	18
Morris Village	4	4
Hall	1	1
Tucker	2	2
Just Care (Forensics)	18	18
Mental Health Centers	15	15
Total	79	79

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	40	40
Information, Referral & Other Assistance ¹	30	30

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	1	3	3	7	7
2) Admission & Discharge	18	1	1	20	20
3) Information & Advocacy	2	1	1	4	4
4) Physical Environment	1			1	1
5) Inpatient Rights	14	6		20	20
6) Personal Property & Money	3	1		4	4
7) Confidentiality & Consent		2		2	2
8) Treatment	14	5	15	34	34
9) Other Rights Issues	1			1	1
Total⁵	54	19	20	93	93

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: Bryan, Wellspring, Harris, Morris Village, Tucker & Hall.

³ Forensics: Just Care & Crafts Farrow Campus.

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force		2		2	2
b. Excessive Restraint, Seclusion & PRNs		1		1	1
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	1		3	4	4
e. Neglect					
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	10			10	10
b. Community Placement (where)	6	1	1	8	8
c. Periodic Court Review	1			1	1
d. Questions, Education & Other	1			1	1
3) Information & Advocacy					
a. Access to Advocacy	2		1	3	3
b. Access to Legal Resources		1		1	1
c. Questions, Education & Other					
4) Physical Environment					
a. Food Quality & Quantity					
b. Linens, Clothes & Toiletries					
c. Disrepair of Physical Plant					
d. Cleanliness of Facilities	1			1	1
5) Inpatient Rights					
a. Privacy		1		1	1
b. Safety					
c. Freedom, Privileges & Fairness	11	2		13	13
d. Communication	1	3		4	4
e. Health Care	2			2	2
6) Personal Property & Money					
a. Property					
b. Money, Entitlements, Rep. Payee	1	1		2	2
c. Billing Issues					
d. Other Non-DMH Issues	2			2	2
7) Confidentiality & Consent					
a. Access to Records & Information		1		1	1
b. Breach of Confidentiality		1		1	1
c. Issues of Consent, Confidentiality, etc.					
8) Treatment					
a. Eligibility for Services			2	2	2
b. Accessibility to Staff & Treatment	3		8	11	11
c. Individualized, Client-Driven	9	4	5	18	18
d. Right to Refuse Treatment	2	1		3	3
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion	1			1	1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing					
f. Legal assistance for Non-DMH issues					